

**CITY OF BOCA RATON
POLICE/FIRE COMMUNICATIONS
CENTER**

9-1-1

EMERGENCY DISPATCH

You Can Truly Make A Difference!





**Thank you for your interest in a career with the Boca Raton Police/Fire
9-1-1 Communications Center.**

Applications are accepted on-line (only) at:
www.ci.boca-raton.fl.us/city/hr

**Click the link for “Employment” and “911 Dispatcher.” All current
openings are posted here, and it is updated frequently.**

Application Process:

Upon completion of your online application, please call Paula Wachter, HR Generalist at **561-393-7805** to schedule your clerical tests.

The applications process is designed to ensure that we hire the best possible candidate for each position. The process may take several weeks to complete and include:

Driving History Review

Typing Test (35+ wpm)

Clerical Tests

CritiCall Job Related Skills Test (www.criticall911.com)

In-Person Interview

Polygraph & Background Check

Psychological Exam

Drug Screen

Applicants who pass the oral board interview may be asked to schedule a 1 – 2 hour sit-in with the current employees in the 9-1-1 Dispatch Center. The sit-in will allot applicants an opportunity to view the Communications Telecommunicators on the job. Applicants will have the opportunity to ask questions and gain a better understanding of the center and Telecommunicator responsibilities. *We are looking for long-term, career-oriented candidates.*

Helpful Hints on making a good first impression:

Despite your work experience and talents, how you present yourself in person will say much to those who decide whether or not to hire you. Make sure every exposure you have with agency personnel is planned, deliberate and positive.

Dress professionally.

Be on time.

Speak respectfully.

Know where you are going (there is a map attached to this packet).

Be prepared.

Ask questions.

ABOUT THE JOB

Shift Work:

Public Safety Communications is a 24-hour, 7-day per week operation. Like hospitals, transportation, and other emergency fields, we are always open. This means working nights, weekends, holidays, and mandated overtime where essential employee are required. This can create a hardship on your family life, social life, eating and sleeping patterns. There are advantages to working shifts, but you must carefully weigh the effects on other aspects of your life.

Training schedules fluctuate until such time the trainee is signed off and fit for duty as a full - time Telecommunicator. Generally, our Telecommunicators work a 12-hour schedule with at least one weekend day off.

Stress:

Stress is a part of life and a part of any job. The stress in Public Safety Dispatching comes from a number of sources. The expectation is that you will be 100% accurate, 100% of the time. Although this is unrealistic, it is our goal, and the consequences of a mistake can literally be fatal. A wrong address on a medical call, a failure to properly document an officer's status or location, could result in injury or death to an officer or citizen. All radio transmissions and telephone calls are recorded and could become a

public record. Your conversation may become part of the nightly news or used in a civil or criminal trial. The Communication Center is also video recorded and monitored.

Many of the situations you will deal with on a daily basis are negative. Why does someone call 911? They have a problem, and they are unable to solve it. So, it is up to you. Callers are reporting robberies, rapes, assaults, accidents, animal problems, domestic and disturbance issues and alarms. The list goes on. You deal with medical calls such as heart attacks, childbirth, burns, drowning, falls, choking, cuts, strokes, both accidental and deliberate injuries from minor to fatal. You will see (or more accurately *hear*) the best and worst of people. You will be privy to sensitive as well as confidential information, and you must treat it as such. The rule of thumb is, "What you see here, hear here, and do here, stays here."

Public Safety Communications is not a field for everyone, but those who can do it successfully are very special. It is a job where you can truly make a difference!

Additional Information for Applicants Telecommunicator/911 Dispatcher

Commonly Asked Questions

Any questions not addressed in this section can be answered by the Human Resources Department (561) 393-7801.

Job Opportunities

The City of Boca Raton is an equal opportunity employer and prohibits discrimination because of race, color, creed, religion, national origin, sex, age, political affiliation, or disability. The provisions of the applicable employment laws, including the Americans with Disabilities Act, and the Family Medical Leave Act are reflected in all aspects of the City's personnel policies, programs, practices, and operations. It is the policy of the City to employ the most qualified individual available to fill a position. Promotions from within are encouraged to the extent that the best interests of the City are fulfilled.

Employees must complete an I-9 form upon hire (U.S. Citizenship & Immigration Services Employment Eligibility Verification).

Probationary Period

All new, classified service employees enter a 365-day probationary period upon hire. The initial probationary period is a time of testing. During this period, employees should discover whether they are satisfied with their jobs, and the City should determine whether the employees are adjusting to and performing their jobs well. Only upon satisfactory completion of the 365-day probationary period will an employee attain permanent status in the classified service.

Performance Evaluation

Employee performance is evaluated periodically throughout their tenure with the agency. The City requires that probationary employees be evaluated after three months, six months, and just prior to the completion of the one-year probationary period. Telecommunicators are evaluated annually but do receive daily and quarterly updates from their Supervisors.

The Work Week

Full-time employees work a minimum of forty (40) hours per week (including approved leave). Telcommunicators work week begins on Monday at 2400 hours (midnight) and concludes on Sunday at 2400 hours (midnight.)

Pav Scale

The City of Boca Raton strives to provide employees with a fair day's pay for a fair day's work. It the city's goal to maintain salary levels that are competitive with neighboring agencies. Employees are paid bi-weekly on every other Friday. The current starting salary range is posted in the job announcement.

Overtime

Telecommunicators are eligible to receive overtime pay at the rate of time and one-half for hours worked in excess of the standard work period (40 hours.) An employee may choose to be granted compensatory time in lieu of overtime, up to a set maximum number of hours.

Group Health Insurance

Medical Insurance is paid for by the City for all full-time employees, depending on the plan selected by the employee. Dental and Vision Insurance is paid for by the City for most full-time employees. Family coverage is available, but the additional cost of dependent coverage is paid for by the employee. Coverage begins on the first day of the month after your first full-month of employment.

Pension Plans

General Employees hired after November 1, 2007, participate in a Defined Benefit Plan. The pension plan provides income supplemental to Social Security when you retire, and also provides for disability and death benefits. Additionally, employees may elect to participate in a Pension Thrift plan (457, similar to a 401k). *See attached Benefits page for details.*

Direct Deposit

Your bi-weekly paycheck will be directly deposited into the banking institution of your choice.

Annual Leave

Newly hired Telecommunicators earn paid annual vacation leave for continuous, uninterrupted service at the rate of 8.0 hours per month from their date of hire through five full years of service. Annual Leave is granted as staffing allows.

Sick Leave

Newly hired Telecommunicators shall accrue sick leave at the rate of eight (8) hours per month of continuous service. Sick leave accrues monthly and shall be available for use on the first day of the following month. The City has a right to expect regular and dependable attendance from its employees. Sick leave is not to be considered a right which an employee may use for purposes other than bona fide personal illness, injury, legal quarantine, medical, vision, and dental appointments, or sickness or injury within the immediate family. Employees claiming sick leave except for the reasons stated above shall be subject to disciplinary action up to and including termination.

Jury Duty

Leave with pay may be authorized for full-time employees in the classified service who are required to perform jury duty. Any jury fees may be retained by the employee. Telecommunicators can be called to testify in civil and criminal cases about the calls they receive and the work they perform.

Legal Holidays

The City observes ten (10) legal holidays: New Year's Day, Martin Luther King Jr. Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, and Christmas Day. See attached Benefits page for details.

Training

The majority of your Telecommunicator training is conducted on the job. You will be assigned to one or more Communications Training Officers who will assist you in meeting your training goals and tracking your progress by completing Daily Observation Reports.

Training classes you can expect to attend during your first year include:

Cardiopulmonary Resuscitation (CPR) and Choking (to include use of an Automatic External Defibrillator – AED)
Emergency Medical Dispatch (EMD)
Emergency Police Dispatch (EPD)
Emergency Fire Dispatch (EFD)
National Crime Information Center/Florida Crime Information Center
Defensive Driver certification
Sexual Harassment and Violence in the Workplace
State of Florida Department of Health Public Safety Telecommunicator (FSS 401.465 certification)

Scheduling

Flexibility is required during the probationary period. In general, Trainee Telecommunicators can expect to work rotations on each shift; i.e., six months total on the day shift, and six months total on the midnight shift. Trainees are usually assigned 12-hour shifts, subject to the needs of the Center. Telecommunicators will not be promised a special, permanent, or preferential shift. Post-probationary period scheduling is generally done on a seniority basis through a shift bid process in January and July.

Mandatory Overtime

Overtime to staff vacancies is first offered on a volunteer basis in the order of an established policy. However, a TC position must be filled 24 hours a day, 7 days a week, 365 days a year, including holidays and emergencies. Management has the right and duty to handle all scheduling and adjust any schedules in order to meet the needs of the Communications Center, the Boca Raton Police and Fire Services Departments, and the citizens of Boca Raton. Scheduling adjustments will be kept to a minimum and advance notice of any changes will be communicated as expeditiously as possible. However, sick leave, emergencies, manpower shortages, and other situations could warrant an immediate response to duty. In situations such as these, Mandatory Overtime (MOT) will be implemented.

Directions and Phone Number

The Boca Raton Police/Fire Communications Center is located at 2500 NW 1ST Ave, on the second floor of Building A at the Municipal Services Complex. We are easy to find if you use the radio tower as a guide.

The Communications Entrance is on the North side of the building and is controlled by intercom security. Free parking is available.

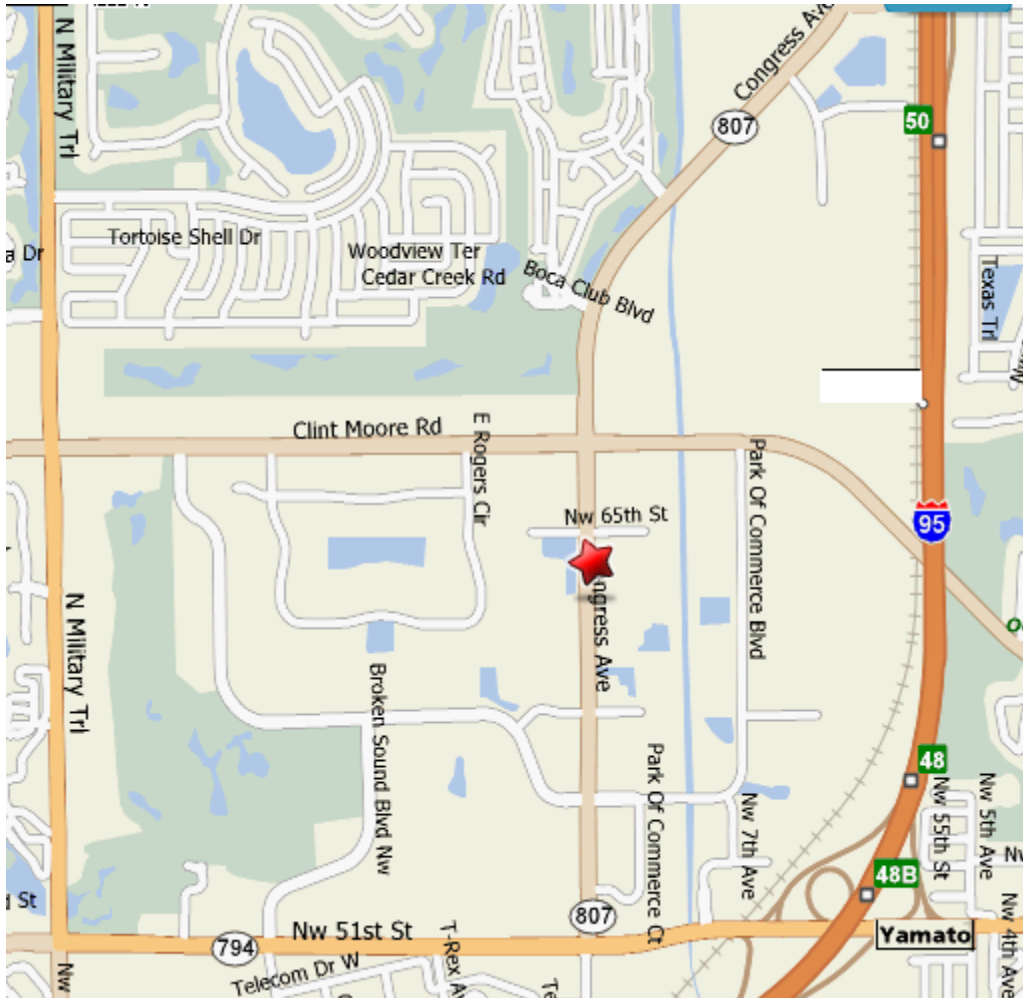
The main non-emergency phone number into the Communications Center is (561) 368-6201.

The Bureau Secretary can be reached at (561) 416-3326 for additional information.

We sincerely appreciate your interest in the Telecommunicator/911 Dispatcher position, and wish you the best of luck throughout the hiring process, and throughout your career.



The CriteCall Exam is given at The 6500 Building located at 6500 Congress Avenue.



Please verify which building your Interview will be conducted in, as locations may change and you do not want to miss your appointment time.